

What is claimed is:

1. An administration system, comprising:

an administrated apparatus for being administrated,
further comprising:

a) a trouble type judging section for detecting a
trouble caused on said administrated apparatus and for
judging a type of said trouble; and

an administration means, connected with said
administrated apparatus through communication lines, for
administering said administrated apparatus;

wherein said administrated apparatus makes said
administration means, connected to said communication lines,
obtain trouble type information corresponding to said trouble
type judged by said trouble type judging section; and said
administration means makes said administrated apparatus to
obtain, based on said trouble type information, restoration
work information stored in advance to be in connection with
said trouble type information.

2. The administration system of claim 1, wherein said
communication line is an internet.

3. The administration system of claim 1, wherein said communication lines is a general public line.

4. The administration system of claim 1, wherein said trouble type information and said restoration work information are stored in said administration means as a database.

5. The administration system of claim 4, wherein said administration means further comprising:

- a) a relay server; and
- b) an administration apparatus;

wherein said relay server is connected to said communication lines so as to store either first transfer information to be transferred to said administrated apparatus or second transfer information to be transferred to said administration apparatus; said administrated apparatus accesses relay server through said communication lines so as either to obtain said first transfer information stored in said relay server or to transmit said second transfer information to said relay server; said administration apparatus accesses said relay server through said communication lines so as either to obtain said second transfer information stored in said relay server or to

transmit said first transfer information to said relay server; and said database is stored in at least one of said relay server and said administration apparatus.

6. The administration system of claim 5, wherein said restoration work information is updated by said administration apparatus.

7. The administration system of claim 5, wherein said administrated apparatus conducts automatic restoration work based on said restoration work information.

8. The administration system of claim 4, wherein said administration means judges whether said administrated apparatus is able to conduct automatic restoration by itself or not by looking up said trouble type information in said database.

9. The administration system of claim 7, when automatic restoration work is carried out, said administrated apparatus makes said administration means to acquire information about success or failure of said automatic restoration work so as

to store said information about success or failure as a part of the database.

10. An administration system used in the administration system of claim 1.

11. A relay server used in the administration system of claim 1.

12. An administrated apparatus, administrated by an administration means connected to the communication lines and is connected to the communication lines, comprising:

a trouble type judging section for detecting a trouble caused in the administrated apparatus and for judging a type of said trouble;

wherein said administrated apparatus acquires restoration work information offered by said administration means in accordance with trouble type information;

wherein said trouble type information is acquired by making said administration means, connected to said communication line, obtain said trouble type information corresponding to said type of said trouble judged by said trouble type judging section.

13. An administration method for administering an administrated apparatus by using a communication line, comprising the steps of:

storing trouble type information corresponding to the type of a trouble, that may occur in the administrated apparatus, in connection with restoration work information;

acquiring said trouble type information through said communication line from said administrated apparatus when said trouble occurs; and

causing said administrated apparatus acquire said restoration work information, corresponding to said trouble type information, through said communication line.